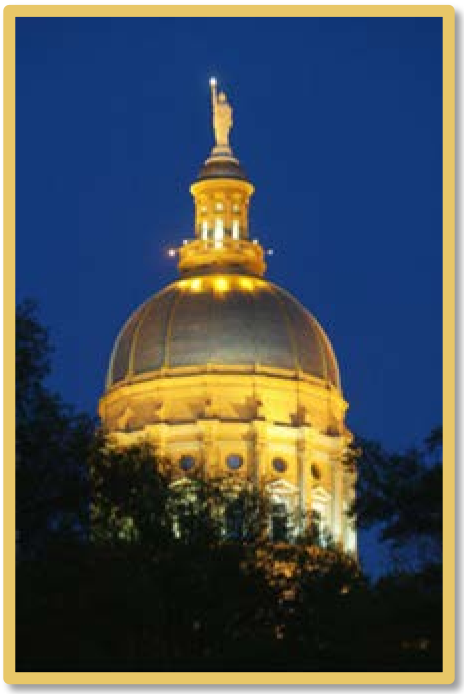
2014

TTE FAQ Spotlight – March



Top 5 Support Questions Last Month

1. How do I import Smart Expenses into my Expense Report?
2. I get an error message that says I have an unmatched Travel Reservation. What do I do?
3. How long does it take Smart Expenses to show in Concur so I can attach them into the current Expense Report?
4. How do I account for a Cash Advance in my Expense Report?
5. What if my new supervisor doesn't show up in my approval flow?

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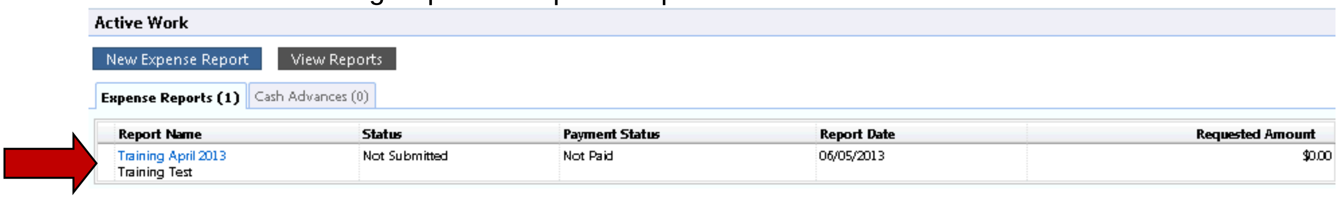
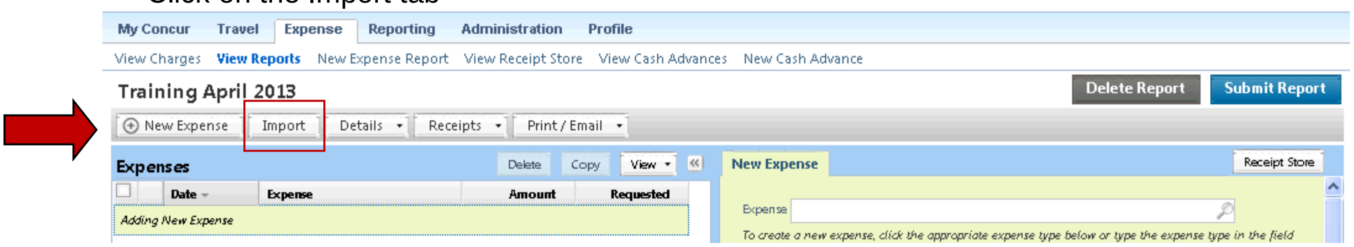
1. How do I import Smart Expenses into an Expense Report?

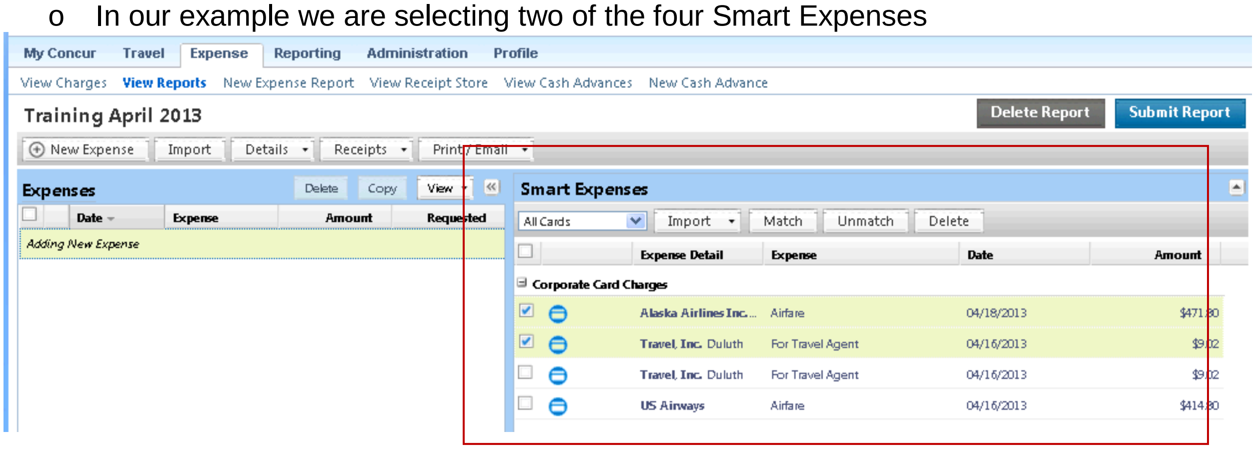
- Use the My Concur tab and the Active Work section or the Expense tab and View Reports.
- Click on an existing Expense Report to open it.



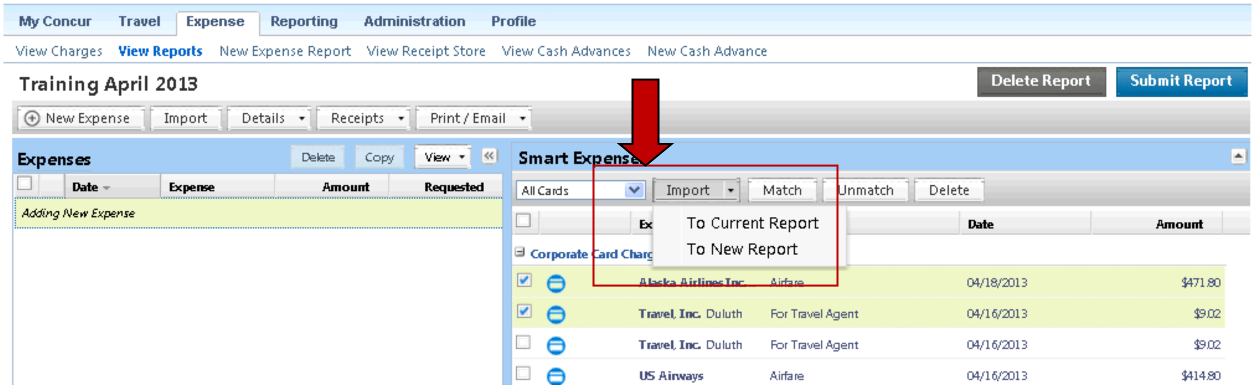
- The Expense Report Opens
- Click on the Import tab



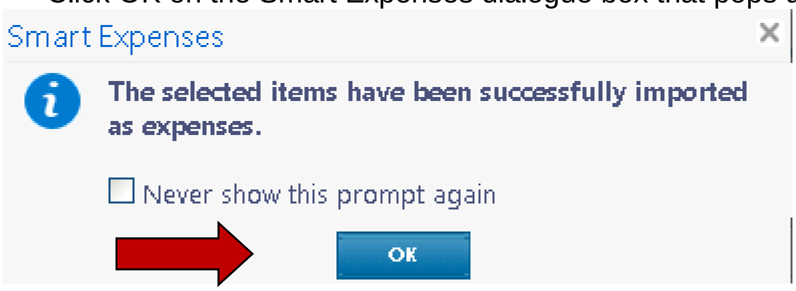
- The Smart Expense window opens
- Click on the check box next to the expenses you wish to add to this expense report
  - o In our example we are selecting two of the four Smart Expenses



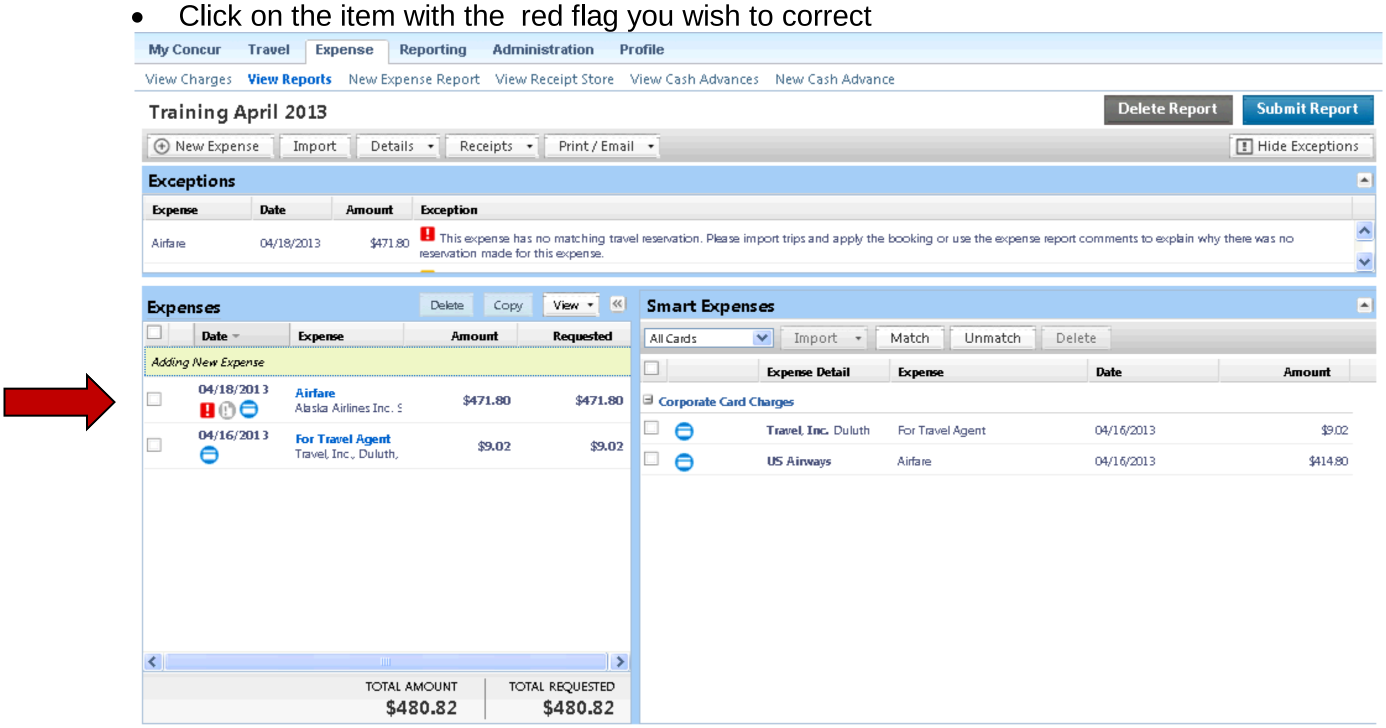
- Click on the Import tab in the Smart Expenses box
  - o If you clicked on the drop down arrow in the Import Tab here you will see two options
    - ▪ To New Report
    - ▪ To Current Report
    - ▪ Select **To Current Report**
  - o If you clicked on the Import Tab without touching the drop down arrow the system will automatically select To Current Report



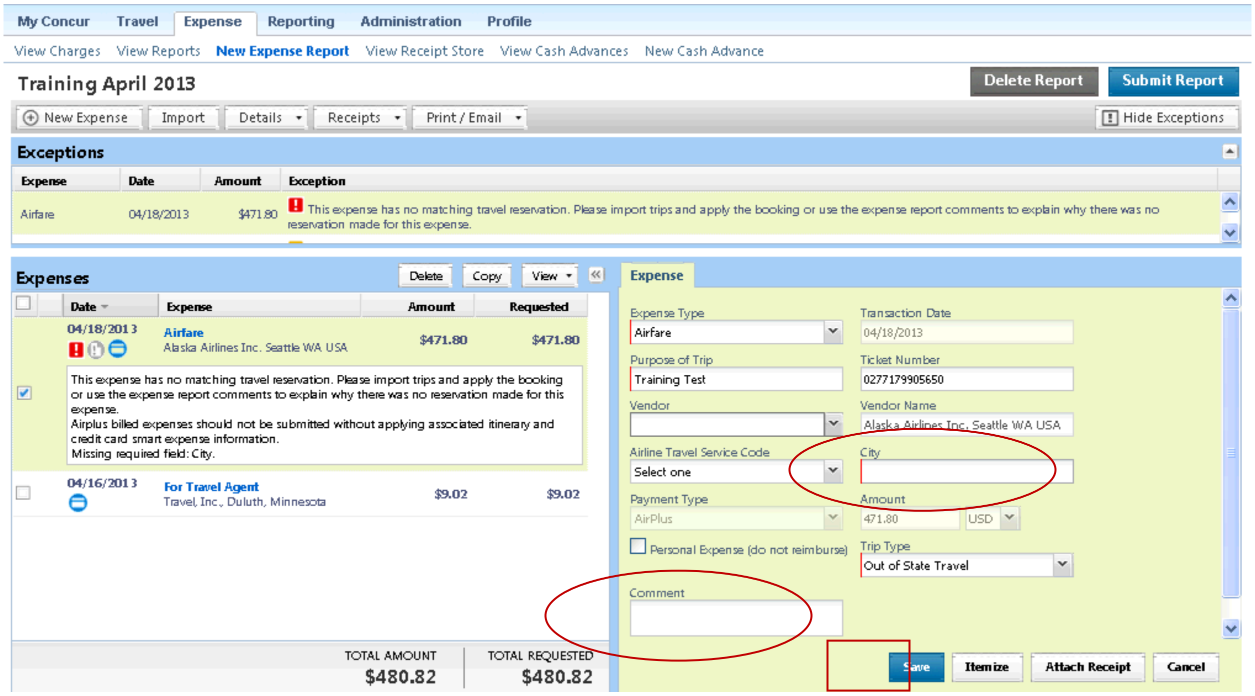
- Click OK on the Smart Expenses dialogue box that pops up



- The selected Smart Expenses are now assigned to this Expense Report
- If you see a Red Exception Flag on any expense, you must resolve the issue or the expense report cannot be submitted
- Click on the item with the red flag you wish to correct



- The Expense data for that item will appear

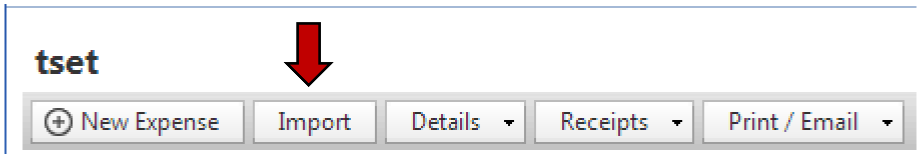


- Enter any missing required data.
  - o In our example the City was missing. City is a required data field in this example. For this expense it is looking for the city where the flight originated. If it had been a hotel, it would be the city where the hotel is located.
- If you did not have a matching Travel Reservation you <u>**must**</u> enter an explanation why the reservation was not made through TTE.
  - o This could be a ticket you purchased at the airport for an unscheduled trip and you had no access to TTE. For a hotel this could be that the only way you could reserve the room and get the special rate was booking directly through the hotel or conference management company.
  - o Whatever the reason, be specific in your explanation.
- Attach any required receipts
- Click on **Save** to update the Expense Entry.

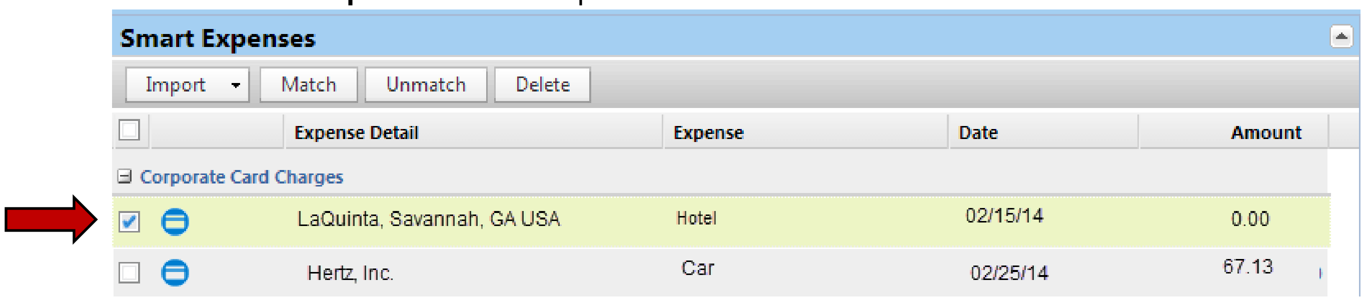
2. I get an error message saying I have an unmatched travel reservation when I try to submit my Expense Report. What do I do?

This indicates that you entered a hotel expense on your expense report and unclicked the Travel Allowance checkbox. This stops the system from looking for the matching TTE reservation. You should only do this if the reservation was NOT made through the TTE system. To fix this:

- With the Expense Report Open, click on the **Import** button



- The **Smart Expenses** window opens



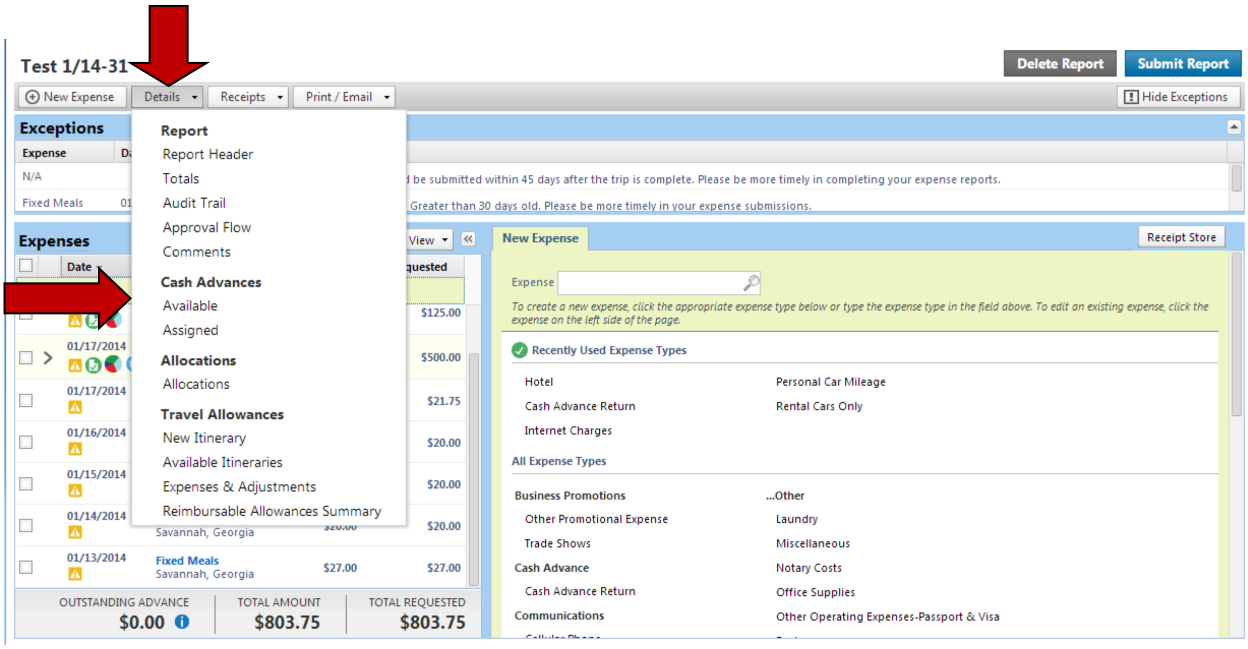
- Select the travel reservation (such as a hotel here) that needs to be imported.
- Click on **Import**
- The reservation will attach to the expense report. Review the expense report item top ensure that all the information is correct.
    - **Note**: Hotel reservations have a zero amount while car and airline reservations have a dollar amount.
- You will then be able to submit your expense report.

3. How long does it take "Smart Expenses" to show in Concur so I can attach them to the current expense report?

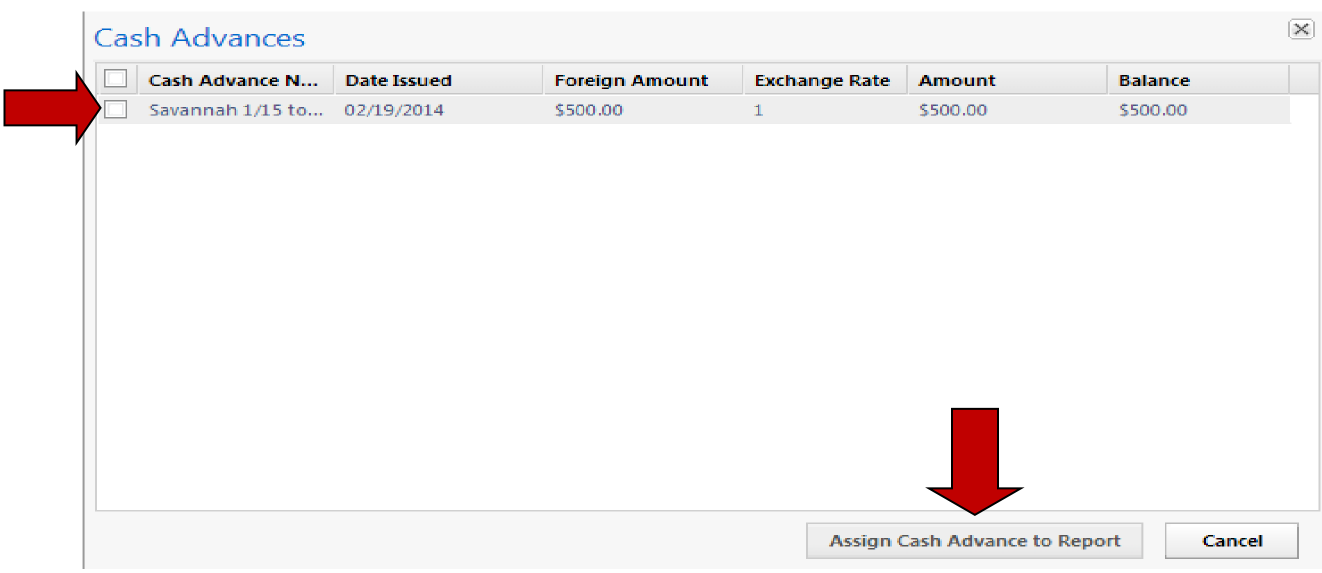
- Most Smart Expenses such as airfare, rental car and travel agency fees, are available within 72 hours. However, some hotels take longer. It depends on the hotel's policy on finalizing the charges.

4. How do I account for a Cash Advance in my Expense Report?

- Open the expense report with the applicable expenses and click on the **Details** tab
- Click on **Available** under **Cash Advances** to display a list of available Cash Advances (Travel Advances)

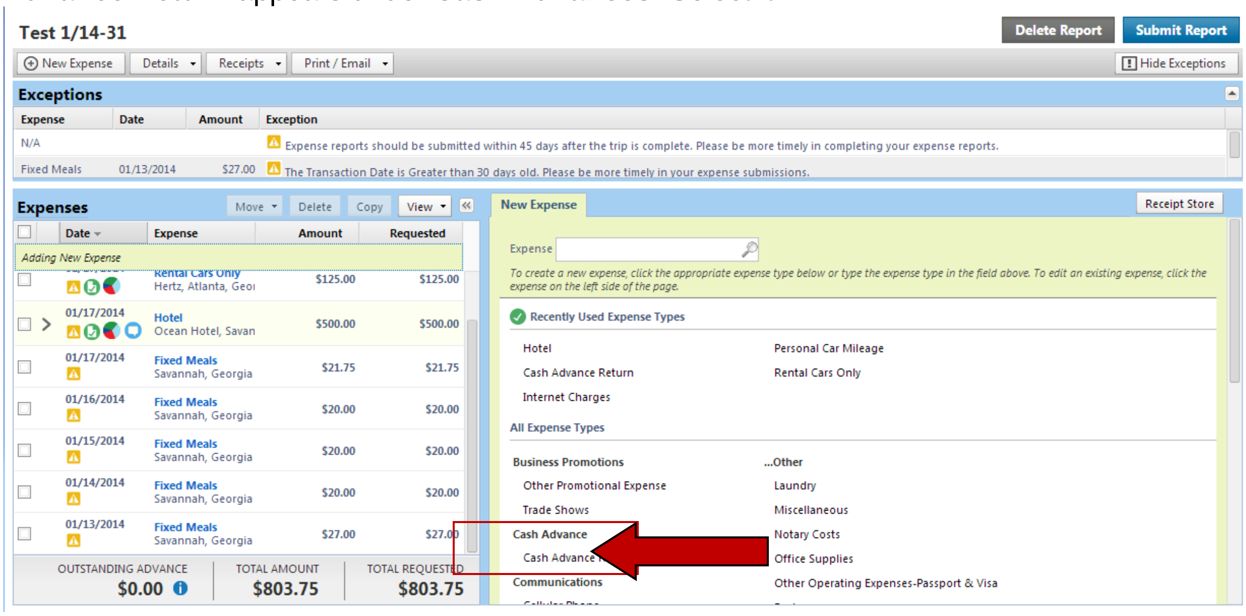


- Click on the checkbox next to the **Cash Advance** you wish to attach to the Expense Report
- Click on **Assign Cash Advance to Report**

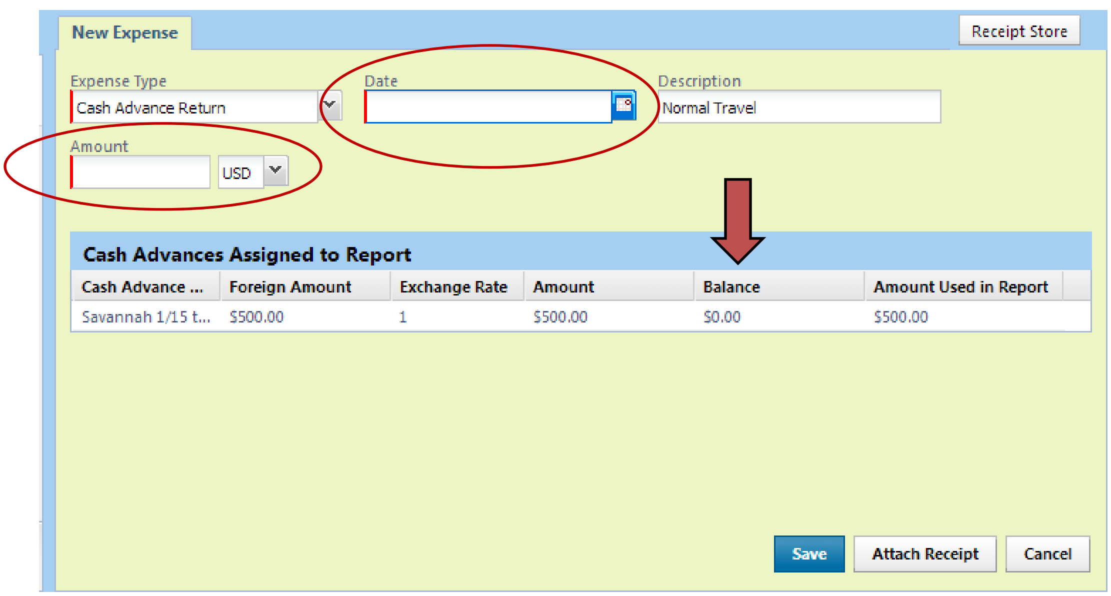


  - The Cash Advance is attached to the header, but nothing will appear in the body of the Expenses Report

- Once you have attached a Cash Advance to the expense report, an expense type **Cash Advance Return** appears under ***Cash Advances***. Select it.

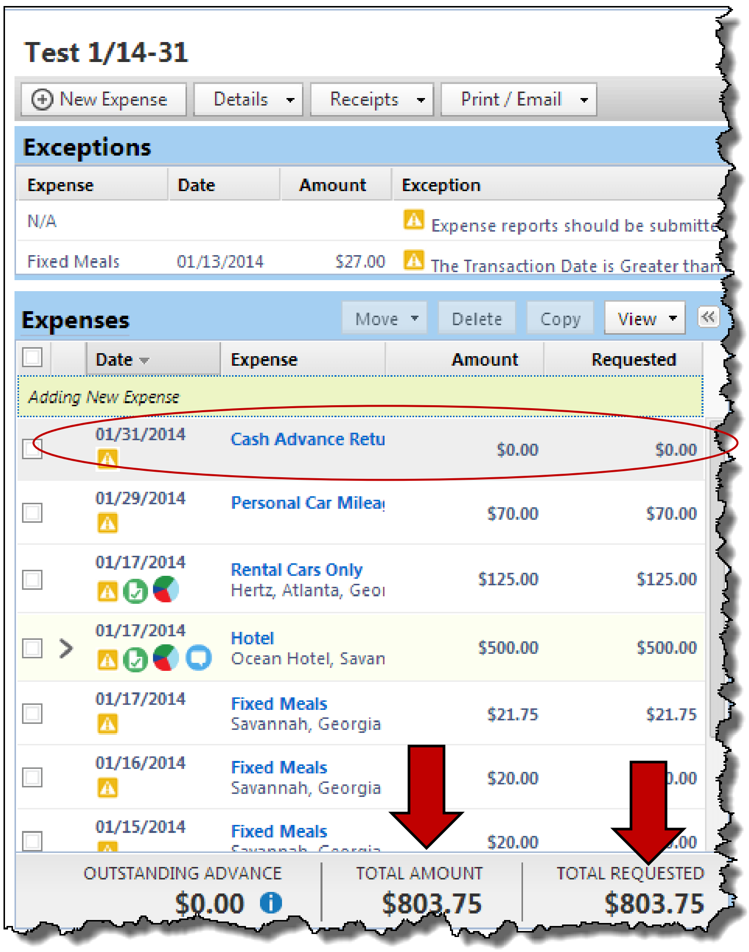


- The **Cash Advance Return** expense type opens:



- Review the information in the **Cash Advances Assigned to Report** section
    - o If an amount appears in the **Balance** column, this needs to be returned to your Agency per the OPB Travel Advances Policy.
- Enter the amount of the balance due in the **Amount** field. If there is no balance due, enter 0.00 in the **Amount** field.

- Enter the date you returned any funds due to your Agency or the Expense Report date if there is no balance due in the **Date** field.
- Attach a copy of any receipt of the returned funds attach it to the item by clicking on **Attach Receipt.** This is the same as attaching a receipt to any item.
- Click **Save**
- The **Cash Advance Return** now shows on the Expense Report.
    - o The **Total Amount** displayed is the amount of the Cash Advance return plus the expenses reported and the **Total Requested** is the total of the Expenses reported on this Expense Report.
        - ❖ In our example, there was no cash due back to the Agency so the **Total Amount** and **Total Requested** are the same. If money had been due back to the Agency they would not match.



- When you are ready to submit the Expense Report, click on **Submit Report**,

5. What if my new supervisor doesn’t show up in my approval flow?

Until your agency makes the change in Payroll, the system will reflect the old supervisor. In the interim, you may change the supervisor in the submitting process by selecting your supervisor from the drop down list in the Approver field.